

- 59 -
ABSTRACT

The present invention pertains to a system for managing network access to resources that allows a first entity to impersonate a second entity. In one embodiment, the first entity can impersonate the second entity without knowing the second entity's password and/or without altering anything in the entity's set of personal information. This invention provides the first entity with the ability to troubleshoot in a live production system without disrupting the users or the system. In one embodiment, the first entity authenticates as itself. Access to resources is provided in response to an authorization process based on the identity of the entity being impersonated.